

Headquarters Military Traffic Management Command

News Release

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MTMC Quality Awards honor exceptional freight service

DALLAS – A trucking firm which shuttled Bill Clinton's Presidential papers to a future Presidential library site in Little Rock, Ark., and a barge service that supports American service members at Guantanamo Bay, Cuba, were among the winners of the Military Traffic Management Command's 2000 Quality Awards.

Awards were made to 11 transportation firms at MTMC's annual Training Symposium here April 11 at the Wyndham Anatole Hotel.

"These transportation firms represent just absolutely tremendous service to the Defense Transportation System," said Jeanie Bell Winslow, symposium manager.

Normally there are 10 winners from hundreds of firms that provide defense transportation. At least for the 2000 competition, an 11th firm was added to the winners.

"The reason is there were just so many outstanding firms," said Winslow.

"We are very appreciative of their great work."

The 2000 winners are:

- All States Moving & Storage, of Valdosta, Ga.
- American President Lines, of Oakland, Calif.
- Boyle Transportation, of Billerica, Mass.
- Emery Worldwide, of Redwood City, Calif.
- Landstar Ranger, Inc. of Jacksonville, Fla.
- Matson Navigation Co., of San Francisco, Calif.
- R&B Falcon, of Hauma, La.
- Roadway Express, Inc., of Akron, Ohio
- Scheduled Airline Ticketing Office, Arlington, Va.
- Studdard Moving & Storage, of Leavenworth, Kan.
- Zust Ambrosetti, of Rome, Italy

The winners and a short summary of their achievements include:

All States Moving & Storage was nominated for their commitment to timely service and the open lines of communication maintained with customers. The firm uses a tracking service so a customer can call anytime to obtain the location of their shipment.

American Presidents Line was selected for their user-friendly Web site that provides them the ability to track a shipment. The firm took the lead in supporting Management Reform Memorandum #15 which encourages the use of commercial automated systems.

Boyle Transportation was named for their success in accomplishing White House Communications Agency missions in which the government saved \$1.3 million. The firm's 70 tractors include 60 units that are equipped with satellite monitoring capability.

Emery Worldwide was cited for their movement of over 14,000 shipments weighing a total of over 13 million pounds for the Defense Supply Center Philadelphia's Medical Prime Vendors. The firm's commitment to the work has led to the systemic improvement of contract standards.

Landstar Ranger, Inc., was honored for its record movement of Trident 1 C4 second-stage rocket motors which saved the taxpayers \$840,000. In addition, the firm was a key transporter in the movement of Bill Clinton's papers to the future site of the Presidential library in Little Rock, Ark.

Matson Navigation Co., was recognized for its high degree of customer service. Matson's sailing schedules are consistently reliable and provide a stable weekly service for both scheduled and emergency shipments.

R&B Falcon: Selected for its outstanding support to U.S. Navy personnel and their family members at Naval Station Guantanamo Bay, Cuba. In addition, the firm has streamlined the booking process for shipments.

Roadway Express, Inc.: Cited for the superlative transportation service of less-than-truckload to Fort Hood, Texas since 1975. Fort Hood freight shipments get to their destinations within two days with a 100 percent on-time guarantee delivery.

Scheduled Airline Ticketing Office: Honored for its work at Ramstein U.S. Air Force Base in Germany to 18,000 passengers annually. In the past year, the firm implemented an option for delivering airline tickets from one European country to another via satellite printers – at 32 locations.

Studdard Moving & Storage: Selected for high customer service. The firm has a comprehensive training program that addresses every aspect of customer service including proper packing/loading procedures.

Zust Ambrosetti: Cited for demonstrated ability to provide service and cost savings in support of U.S. Navy and Department of Defense units throughout Southern Europe. The firm ships freight of various sizes with consistent high performance.